

ANNUAL REPORT 2018





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OUR MISSION

To provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security and to achieve maximum independence and quality of life. The goal of the Aging and Disability Resource Center is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

TABLE OF CONTENTS

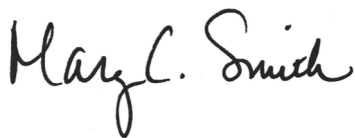
Manager's Statement.....	4
Financials.....	5
Highlights from 2018.....	6
Contacts Overview.....	8
Adult Protective Services.....	9
Jill's Story.....	10
Benefit Specialists.....	11
Aging Services.....	12
Barb & Norm's Story.....	13
Resource Center.....	14
Paula's Story.....	15
Nutrition.....	16
Transportation.....	17
Dementia Care.....	18
Healthy Aging.....	18
Outreach.....	19
Volunteers.....	19

The ADRC of Waukesha County is excited to share this annual report to highlight the work of the ADRC during 2018 and share initiatives which benefit our community. The success of the ADRC, a division in the Department of Health and Human Services, is attributed to our dedicated staff, volunteers, Advisory Board, county and community partners who collaborate on various initiatives.

ADRC programs and services align with the county initiatives of Economic Development, Public Safety, and Well-Being. A few examples of this include:

- Consumers utilizing the benefit specialists have achieved over five million dollars in benefits, which allows them to live a quality life in the community.
- Resource Center, Aging Services, and Adult Protective Services staff complete assessments and provide resources, services, or intervention to allow individuals to remain safe in their home.
- The Dementia Care, Caregiver Support, and Healthy Aging programs promote well-being of citizens through awareness campaigns and empower individuals to improve their quality of life.

The ADRC strives for excellent customer service and quality services for our citizens. I invite you to contact the ADRC for assistance with issues related to aging or adults with disabilities.

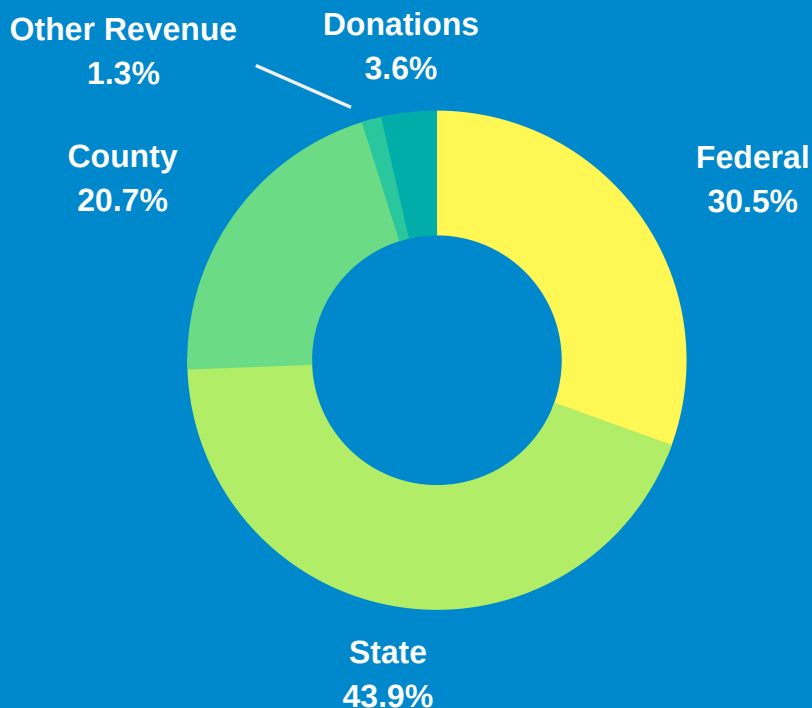


MARY C. SMITH

*Aging & Disability Resource Center of
Waukesha County, Manager*

AN OVERVIEW 2018 REVENUE & EXPENSES

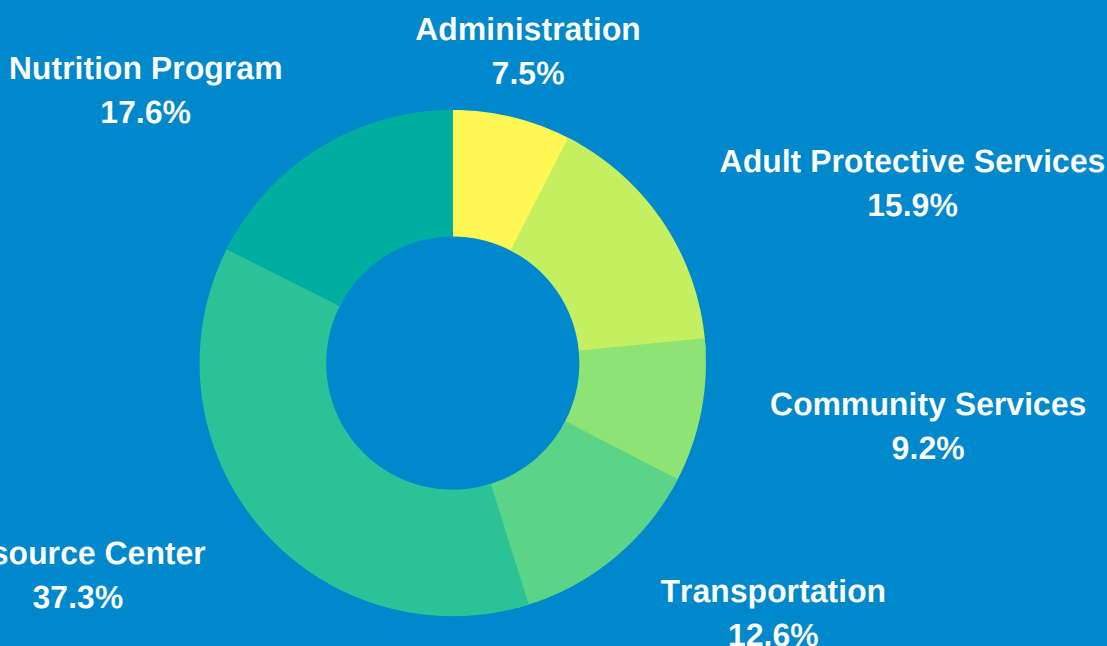
REVENUE - BY SOURCE



The ADRC of Waukesha County received over 8.8 million dollars of revenue in 2018 from various sources. The ADRC receives a number of grants through the federal and state government. The community services revenue is mostly funded through the Older Americans Act, while transportation and the Resource Center are largely funded by various state programs. Our consumers benefit from the county tax levy support provided to our division. 3.6% of our revenue is generated by donations from recipients of our services.

The Resource Center unit accounts for the highest percentage of expenditures, followed by the Nutrition program, which includes both senior dining and home delivered meals. The Adult Protective Services unit receives the most county tax levy as it provides services and intervention to protect the most vulnerable adults in our community.

EXPENSES - BY PROGRAM



2018 HIGHLIGHTS

Fiscal Responsibility:

- Two significant program Request for Proposals were issued in 2018 resulting in the continuation of existing contracts. Transit Express, Inc. was awarded the contract to provide accessible transportation services and Taher, Inc. received the contract for the senior dining caterer program. These providers have allowed the ADRC to continue to deliver quality transportation and nutrition services to customers.
- Migration of the volunteer database for tracking data to a new software system has led to improved data collection and efficiency.

Technology Enhancements:

- Three senior dining centers were involved in a pilot program to introduce technology into the operations of this program. The dining centers currently have a very “paper heavy” system, and this pilot allowed for collaboration with various HHS divisions and departments in the county to utilize laptops. Tools were introduced to conduct work online rather than through fax or paper copy.
- The use of the electronic health record in the Adult Protective Services unit has enhanced the efficiencies of this unit and has provided staff with an improved method of documentation and data collection.

Quality Improvements:

- One of the focus areas during 2018 was the development of the 2019-2021 County Aging Plan. Listening sessions and survey results provided information into the development of this plan. The Advisory Board led the initiative with their involvement in all aspects of the plan. Goals for each of the three years in specific areas were developed.
- The ADRC broadened its assessment process to look more closely at the needs and concerns of informal caregivers of older adults. This enhanced assessment has led to a better understanding of the specific needs of caregivers and provides for development of a plan to meet the needs of the caregiver as well as the needs of the individual that is receiving the care.
- The Caregiver Intermission program relocated to a new location. Despite the move, the program continues to provide a social engagement opportunity in which the informal caregiver and older adult they are caring for can be welcomed and supported. The bimonthly opportunity included a bit of education, a bit of exercise, and a whole lot of fun.

Marketing and Outreach:

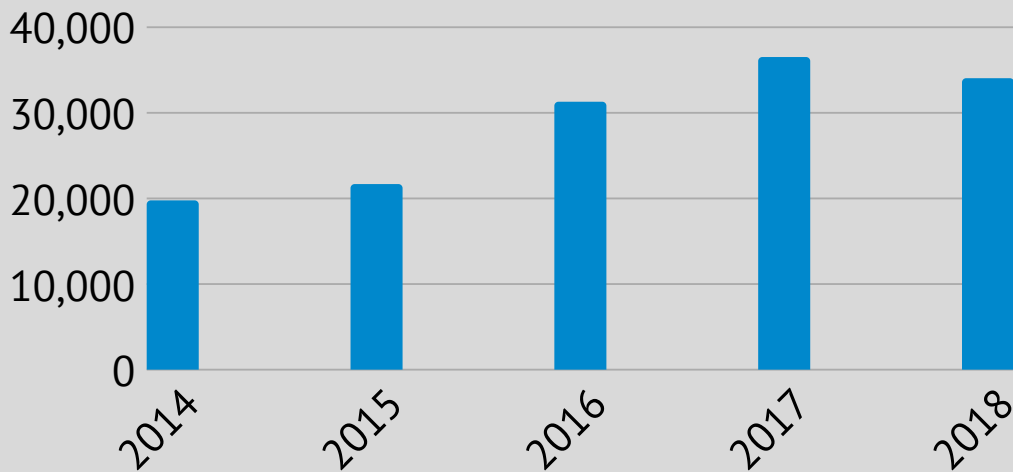
- The ADRC hired a Marketing and Outreach Coordinator in 2018. This has led to enhanced marketing efforts and an increased presence on social media. Check out the “ADRC of Waukesha County” Facebook page. Additionally, the ADRC of Waukesha County was featured on two segments of the “Morning Blend,” a local news show, sharing information on caregiver support and the nutrition program.
- The Waukesha County Caregiver Coalition launched a public awareness campaign with posters and postcards designed to help the informal caregivers of older adults in our community self-identify and encouraged them to reach out for assistance.
- A financial abuse panel presented information to the general public at an event in recognition of World Elder Abuse Awareness Day held in June. This event included a partnership with the Waukesha County District Attorney office and the Waukesha County Sheriff’s Department.
- An education session, led by a Medical College of Wisconsin research physician, was held for local professionals and staff on dementia research and new developments in the field of dementia.

Community Engagement:

- Expansion of the programming to community grandparents raising grandchildren has led to stronger connections with other grandparent programs. A monthly newsletter, social, respite, and education programs continue to be offered to support the grandparents in their role.
- The ADRC promotes numerous caregiver support groups in the county. In 2018, facilitation of the Caregiver Support Group in Sussex was transferred to the ADRC.
- The Dementia Crisis Innovation Grant recommendations were developed in 2018. This yearlong grant project for individuals with dementia experiencing challenging behaviors created momentum in the community. This work included the development of an action plan.
- The Caregiver Connection, a collaboration with a number of community partners (Eras, Froedtert – Menomonee Falls, ADRC, and the Medical College of Wisconsin) began in 2018. This involved planning the project for the application for a Healthy Wisconsin Partnership grant through the Medical College of Wisconsin. This involves a four-year system redesign for early identification and assistance for caregivers.
- The ADRC’s involvement in the Heroin Task Force and the Prevention Pillar of this task force has led to a focus on substance use in the elderly. Collaboration with community partners to increase awareness and education for our citizens has been an important outcome of this pillar.
- The Financial Abuse System Improvement (FASI) workgroup, a sub group of the Interdisciplinary Team, has developed partnerships and provided for enhanced collaboration between community agencies, law enforcement, and financial institutions. This workgroup has reviewed the current system and identified areas of improvement.

NUMBER OF CONTACTS MADE

The Resource Center tracks the total number of contacts made with community members each year. This could be via phone calls, face-to-face meetings, follow-ups, etc.

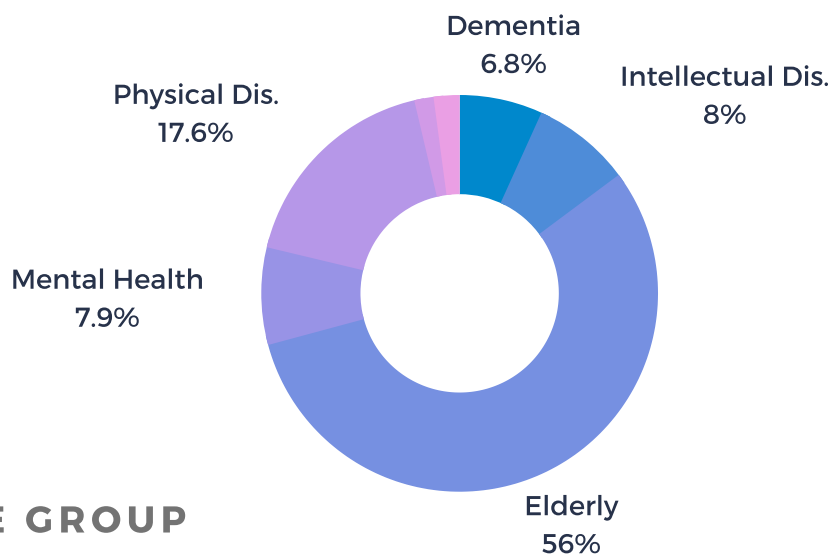


*The State of Wisconsin revised the data tracking requirements in 2016 and again in 2018, resulting in a decrease in recorded contacts.

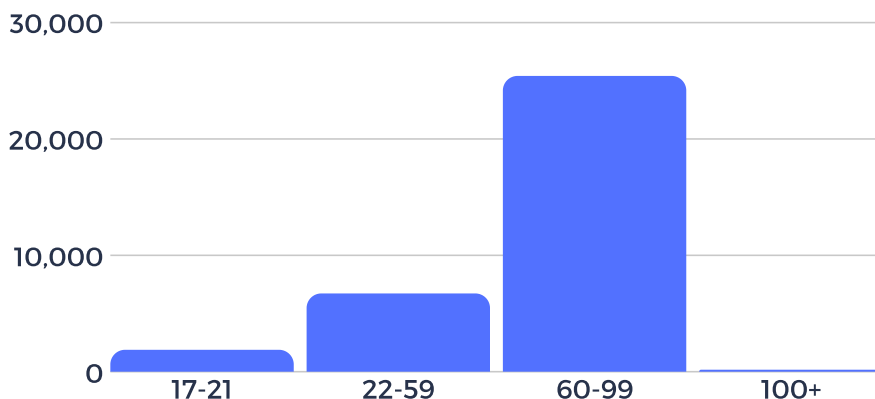
TYPES OF CONTACTS MADE

The Resource Center has 28 ADRC Specialists who rotate their duties between assisting consumers through the call center and conducting in-person visits. In 2018, these staff had more than 35,000 contacts with community members, which amounts to 3,000 contacts per month, or over 130 contacts per day.

TARGET GROUP DISTRIBUTION OF CONTACTS



NUMBER OF CALLS BY AGE GROUP



ADULT PROTECTIVE SERVICES (APS)

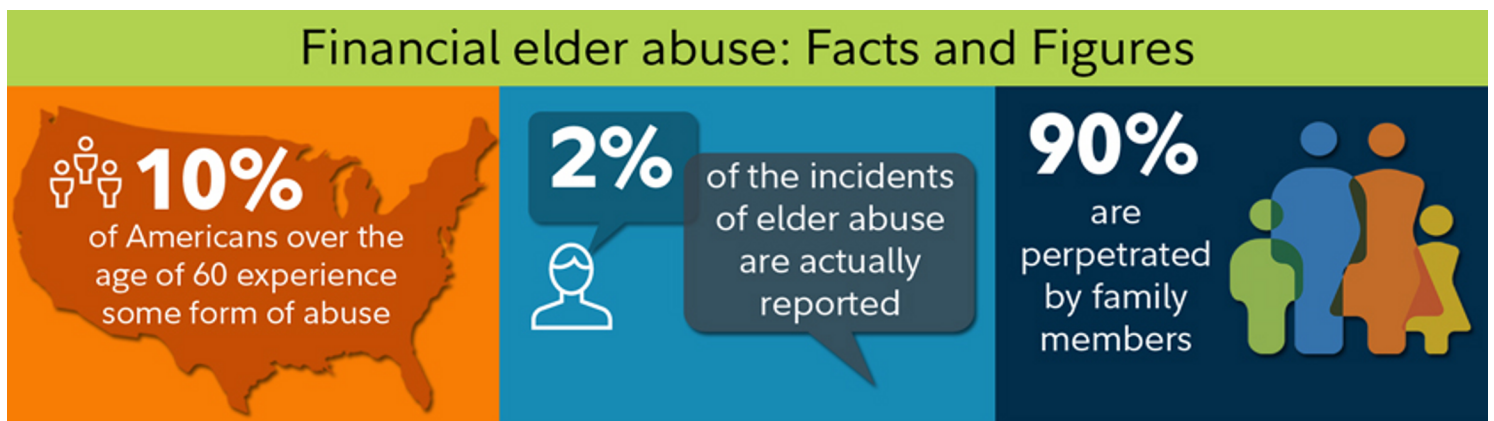
APS investigates and intervenes in reports of abuse, neglect, and financial exploitation of adults at risk and elder adults at risk in the community. APS staff works to ensure safety, promote self-determination, and intervene on behalf of clients that cannot protect themselves.

APS also provides court services to provide protection and services in the least restrictive setting. Examples include: petition for guardianship and protective placement, and providing comprehensive assessments for new and annual reviews of protective placements of wards placed outside their homes for 24/7 care (WATTS reviews).

IN 2018 APS STAFF:

- Responded to 316 Adult at Risk/Elder Adult at Risk referrals of abuse/neglect/financial exploitation.
- Completed 303 court ordered annual reviews of protective placement orders (WATTS Reviews).
- Petitioned for 36 Guardianships for youth turning 18 years of age.

APS also worked diligently to build relationships with law enforcement, financial institutions, court personnel, and other community partners to build capacity in providing an improved response to the growing number of financial exploitation concerns of older adults in our community.



Source: Fidelity Investments



JILL'S STORY

Being the parent of a child with a disability can often be very frustrating. There's no handbook that answers all of the questions and doing your own research can often feel exhausting and fruitless. For Jill, the frustration had started to set in as she called around looking for someone to answer her questions about her adult daughter's insurance options.

Sarah, Jill's daughter, was diagnosed with Autism and a learning disability as a young child. Because of her diagnosis, Sarah qualified for some benefits and assistance programs, but when she was about to turn 26, Jill was confused about what Sarah could do for insurance once she could no longer be on the family plan.

Luckily, a family friend recommended that Jill contact the ADRC. She called one afternoon and spoke to an ADRC Specialist on the phone, who then referred her question to one of our Disability Benefit Specialists. By 8 a.m. the next morning Jill received a call back from the ADRC letting her know everything had been taken care of. The Benefit Specialist walked her through what had occurred and made sure she understood the process and terminology for the future.

"It was clear to me they did what they did because they genuinely want to help people, and you can't put a price tag on that." - Jill



198

**CLIENTS SERVED BY
DISABILITY BENEFIT SPECIALISTS**

The Disability Benefit Specialists helped Waukesha County residents access \$986,045 in publicly-funded benefits.

952

**CLIENTS SERVED BY
ELDER BENEFIT SPECIALISTS**

The Elder Benefit Specialists helped Waukesha County residents access \$4,084,337 in publicly-funded benefits.

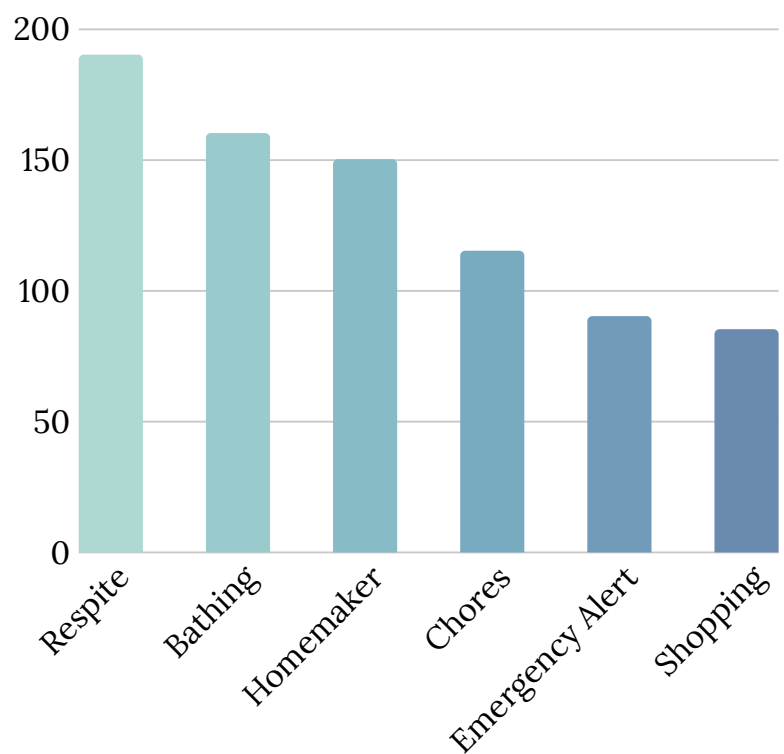
AGING SERVICES

The Aging and Disability Resource Center of Waukesha County (ADRC) offers a variety of programs to meet the needs of older adults. They are available directly from the ADRC or in cooperation with other agencies.

Funding for these programs is provided through the Older Americans Act, Elder Abuse Direct Services grant, and Waukesha County tax levy.

As the population ages, the ADRC is seeing an increase in the number of seniors who need these support services, as noted by the 71% of consumers who were new to the program in 2018.

NUMBER OF PEOPLE PROVIDED WITH EACH SERVICE IN 2018



556

Cases assigned to
Aging Services in 2018

399

Consumers who were new to
Aging Services in 2018

BARB & NORM'S STORY

Barb and Norm have been married for more than 60 years. During that time Norm was hardly ever sick, but as they aged, Barb started to notice some changes in Norm. One day when they were at a doctor's appointment Barb noticed that the answers Norm was giving to the doctor weren't exactly accurate. After more testing Norm was diagnosed with a form of dementia, and Barb began spending more of her time at home caring for her husband.

Being a caregiver can be very stressful. Barb found herself cancelling social plans and skipping trips to the store because she was nervous to leave Norm alone in their apartment. She did some research and gave the ADRC a call to see if there were any services available to help her husband. An ADRC Specialist conducted a home visit and got Barb and Norm signed up for respite services. They also conducted a functional screen and discovered that Norm was eligible for publicly-funded long term care.

Barb has now hired a caregiver who comes to spend time with Norm for a few hours a week so she can get out to see friends, run errands, and attend to her own needs.

"I'm very thankful that at this point in our lives we live here in Waukesha, and we have better help than we could have imagined." - Barb



RESOURCE CENTER

The Resource Center staff provide many of the core services of the ADRC. Our staff provide information and assistance, options counseling, long-term care program eligibility screenings, and referrals to other agencies both inside and outside of Health & Human Services.

In 2018, the dedicated Resource Center staff handled over 35,000 contacts with 10,951 unique individuals.

These contacts included:

2,200

Home Visits.

1,800

**Contacts to provide
assistance with the
Medicaid Application
process.**

20,972

**Contacts made to
provide Information
& Assistance.**

1,268

**Contacts related to
Long-Term Care
Functional Screens &
Eligibility Determination.**

PAULA'S STORY

When Paula's mother, Marilyn, was diagnosed with Progressive Supranuclear Palsy (PSP), her father, Ron, became Marilyn's primary caregiver. Because of his caregiving duties and his own age, Ron started to experience some health problems of his own. Paula and her sister started looking for some help for their parents.

Paula contacted the ADRC and set-up a home visit for her parents. Her mother was determined eligible for publicly-funded long term care, and Paula worked with the ADRC to get all of the documents her parents needed to complete the process.

Since enrolling in long term care, Paula has noticed a great improvement in her father's health, as well as her mother's. Ron and Marilyn have been able to remain in their own apartment and their daughters can rest easier at night knowing they are receiving excellent care.

"I don't know what I would do if it wasn't for these people (at the ADRC) helping us. They've all been wonderful." - Ron



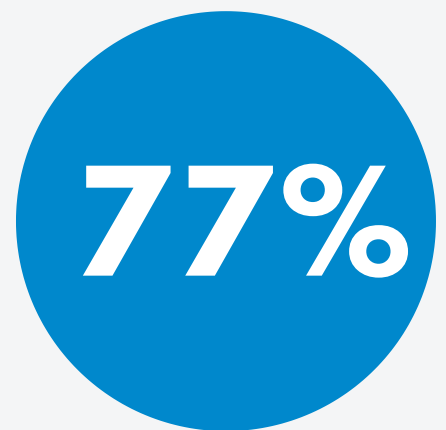
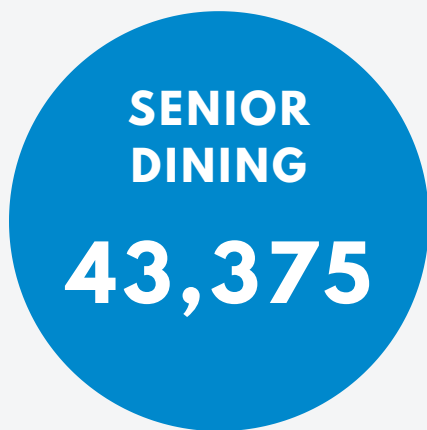
SENIOR DINING & HOME DELIVERED MEALS

The ADRC operates 10 senior dining centers throughout the county and also provides home delivered meals to those 60 years of age or older, who are homebound or unable to prepare nutritious meals for themselves.

There is no cost to participate in either program, but confidential donations are accepted. No eligible client is denied a meal because of inability to contribute financially.

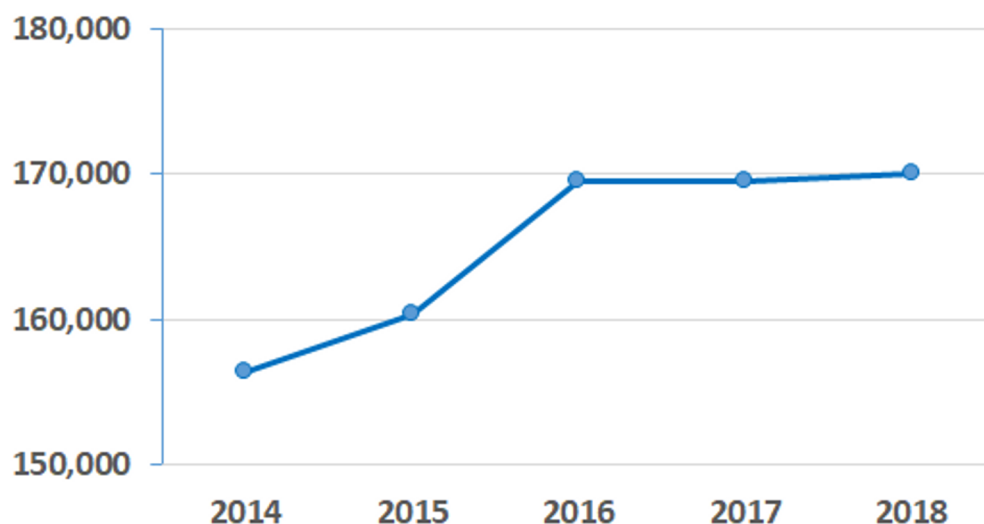
TOTAL MEALS SERVED IN 2018

**PARTICIPANTS
REPORTED AN IMPROVED
QUALITY OF LIFE**



TOTAL MEALS OVER YEARS

Over the past five years, the total number of meals served has continued to increase. However, we have noticed a decrease in senior dining meals and an increase in home delivered meals.



TRANSPORTATION

The ADRC administers subsidized transportation services for older adults 65 years of age and older, and for individuals with disabilities who are under the age of 65. The shared-fare taxi is available for residents who can enter or exit a car with little or no assistance. The accessible RideLine program is available for riders who need more assistance.

In 2018, the ADRC was able to add another taxi provider: 4 Boomers Transportation. Waukesha County now contracts with nine transportation providers, allowing consumers more options to fit their needs.



70K

**Total One-Way
Rides**



44%

**Percent of rides
that were used for
medical needs.**



16K

**RideLine
Rides**



42K

**Shared-Fare
Taxi Rides**



12K

**Other
Rides**

DEMENTIA CARE SPECIALIST

The Dementia Care Specialist program (DCS) has four main goals:

1. Provide free information and assistance to adults with memory or cognitive concerns, or who have been given a dementia diagnosis.
2. Provide information and support to family members and friends who are caregivers.
3. Help develop dementia-friendly communities where people with dementia can remain active and safe, and caregivers can feel supported.
4. Train other staff at the ADRCs and other county and municipal offices to be dementia-capable.

In 2018, the DCS was able to:

- Provide support for four area Dementia Friendly Communities in Oconomowoc, Pewaukee, Elmbrook, and Menomonee Falls.
- Provide 21 Dementia Friendly Business Trainings in the community.
- Facilitate 19 community memory screen events, and provide more than 185 memory screens collectively between events, home visits, and walk-ins.

HEALTHY AGING

The ADRC works in partnership with other county departments and external organizations to offer programs and information to help older people in our community prevent common health problems, manage chronic conditions, and maintain good health.

In 2018:

- 375 community members attended one of many Health & Wellness classes.
 - 17 "Cup of Health" community workshops were held to provide information on topics such as bone health, self-care, and medication safety.
-

NEWSLETTERS

29,976

RESOURCE GUIDES

10,000

PRESENTATION & HEALTH FAIR ATTENDEES

5,400

OUTREACH

In 2018, the ADRC hired a Marketing & Outreach Coordinator with the goal of increasing exposure to the Waukesha County community.

Outreach activities included:

- Producing a monthly newsletter,
- Participating in local health events,
- Printing an annual Resource Guide,
- Organizing educational events for the public,
- And more!

VOLUNTEERS

Volunteers provide thousands of hours of services to the ADRC every year and the impact is immeasurable. Without volunteers, the ADRC would have to reduce programming and limit the services provided to the residents of Waukesha County.

Volunteers opportunities included:

- Home Delivered Meal Drivers
- Senior Dining Assistants
- Office Assistants
- Greeters
- Volunteer Guardians
- Advisory Board Members
- And More!

VOLUNTEERS:

690

TOTAL HOURS

36,939

VALUATION OF VOLUNTEER HOURS

\$870,306



HUMAN SERVICES CENTER

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